

---

## CAIRNGORMS NATIONAL PARK AUTHORITY AUDIT & RISK COMMITTEE

---

### FOR DISCUSSION

**Title: COMPLAINTS LOG**

**Prepared by: DAVID CAMERON, DIRECTOR OF CORPORATE SERVICES**

#### **Purpose**

This paper presents information on the number and nature of complaints received by the Authority since the last update on this subject to the Committee in February 2018.

#### **Recommendations**

**The Audit & Risk Committee is asked to:**

- a) Consider the information on complaints made to the Authority.**

#### **Executive Summary**

- I. A summary of complaints made to the Authority since the last update in February 2018 is presented in the following table.

<b>Nature of Complaint</b>	<b>Resolution Information</b>
Complaint about inadequacy of previous response to a complaint about a planning condition and lack of enforcement.	Currently live
Complaint about LEADER 2014-20 funding to the Tomintoul Discovery Centre.	Parts of complaint redirected to Trust, remaining elements of complaint not upheld. Complaint timelines met.

**David Cameron, Director of Corporate Services**  
**2 May 2018**  
[davidcameron@cairngorms.co.uk](mailto:davidcameron@cairngorms.co.uk)